Live Chat Agents are the real hack for your website to grow!

You might think that by just having live chat agents on your website can increase your sales. But it is the half-truth but this is the hard truth. Shocked!

Having [professional live chat agents](#) on your website is a big thing, they are the face of your website & they deal with the customers on your behalf and there are some procedures to follow so that you do not disappoint your customer.

Today I will be sharing some points that any live chat service providers should keep in mind while interacting with the customers.

Be polite:

We know that being polite in conversation garners you the result inyour favour. The same applies to the live chat scenario, while you are polite in conversation with the customer it can garner you the result.
So what should you do?
You have to use thepolite words like hello, welcome, thankyou, sorry, pardon. Whenever a customer visit your site & starts the live chat you shouldalwas give the greeting lines for example :

a)Hello, thank you for visiting xxx how may I help you?

b)Hello welcome to xxx. etc.

You have to always keep in mind that you are the face of the website & any of your reply can result in a disaster. So that you have to keep in mind that you

are talking to the customer and he is the asset for the website who will bring the revenue for the website. You can also have 3X more sales lead if you have live chat agents deployed on your website because customer directly interacts with chat agents and this is the fastest way of communication that is available. So the customer goes for this type of communication rather going for the email or calling (if you have one).

But the whole point is being polite until and unless you are polite you can not get to the top, so always being polite on the chat while talking to the customer.

Be Accurate

Being accurate is the important thing for the trust. Because if you provide the wrong information and the customer comes and inform this to you on chat it is the big problem with the quality, this implies that your team is not focused on the work. This can be the big embarrassment for your team and this can also hit your market reputation, getting your brand under a big problem because customers review about everything and trust me if this thing gets out this hits with a huge impact.

Response Time

Suppose if customer land on your website and asks you a question on chat

you should respond him within 60 seconds. There should be a SLA which you have to meet any condition, this builds the reputation of your brand that you really care for the customers.

I have personally examined some brand which provides live chat feature on the website but they do not reply in certain time.

This happens because either they have in house team which is also indulged in other works, or they do not have any team.

But I have solution for this which can save a huge money of your venture and that is outsourcing.

Yes, this can not only save you a huge money but also provides quality and delivery time in your chats that is very awesome and gives the visitor a positive vibe about your services that there is a quick response. There is something more interesting about this and this is, that you do not have to manage the shifts of you agents and you can get the 24X7 service in just as low as $ 199. Now that is amazing if you can manage your all the expenses and have the quality team that looks after your operations.

These are some of the above points you should keep in mind while deploying live chat on your website so that you can get more out of this.